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Qulliq Energy Corporation
Société d'énergie Qulliq
Qulliq Alruyaktuqtunik Ikumatjutiit

Entrusted with supplying safe, reliable and efficient energy to the citizens of Nunavut, through both traditional and alternative sources, **Qulliq Energy Corporation (QEC)** offers many opportunities for those seeking to convert their skills and expertise into professional success. Sounds like you? Join our team. Wide-open spaces, rewarding work in a variety of settings, and the chance to contribute to the well-being of all Nunavummiut will bring new energy to your career – now and in the future.

CUSTOMER SERVICE & COLLECTIONS ASSISTANT

RANKIN INLET, NU – Ref. No. QEC-18-036

Self-motivated, highly flexible and detailed-oriented, and comfortable working under pressure and dealing with competing priorities, you have a solid foundation for success in maximizing the collection of accounts receivables while maintaining good customer relations.

Reporting to the Business Analyst/Collections Specialist, you will initiate, monitor and support the collections process for QEC in order to facilitate the timely collection of utility accounts receivables. Your primary responsibility as a Customer Service and Collections Assistant will involve reviewing accounts receivables on a monthly basis and contacting delinquent account customers to negotiate payment and payment arrangements or proceed, as needed, with a course of action per QEC's Terms and Conditions of Services, and Collections Policy. It will also be your job to maintain accurate, up-to-date records within the customer database system regarding notices delivered and customers in collections.

DUTIES AND RESPONSIBILITIES INCLUDE:

- Preparing 48-hour load limiter and disconnection notices, applying related fees to accounts, and advising delinquent customers about applicable security deposits required to reconnect services;
- Following up with plant personnel to ensure delivery of notices;
- Answering customers' collection inquiries;
- Ensuring accuracy of collections status and verifying whether further action is required;
- Reviewing inactive accounts and applying customer deposits or credits to outstanding accounts;
- Ensuring customer information is kept private and confidential at all times;
- Liaising with Billings Clerks, Cash Receipt Clerks and Customer Service Supervisors, to ensure customer accounts are reconciled and adjusted in a timely manner;
- Informing the Supervisor of accounts in dispute or problems not easily resolved;
- Corresponding with Operations staff on requests for collections-related meter investigations; and
- Following up with customers to advise them of actions taken regarding their inquiries or disputes.

REQUIRED QUALIFICATIONS INCLUDE:

- Business or Office Administration Certification;
- At least two (2) years of experience in a customer service-based environment;
- Experience in accounts receivables (preferred);
- Strong verbal and written communication, customer service and interpersonal skills, with the ability to negotiate and act diplomatically in high-pressure situations;
- Accounting and analytical skills; and
- Skills using the Microsoft Office suite and experience with Microsoft Dynamic GP ERP software.

ASSETS:

- Knowledge of Nunavut, the language, land and culture; and
- Ability to speak Inuktitut, Inuinnaqtun and/or French.

We offer a competitive salary ranging from \$64,740 to \$72,969 per annum and a comprehensive benefits package, including a Northern Living Allowance of \$18,517 per annum. This position is included in the Nunavut Employees Union. Subsidized staff housing is not available.



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Preference will be given to Nunavut Inuit.

Apply in writing, by **August 3, 2018**, to: **hr@qec.nu.ca**

or by mail to: **Human Resources, Qulliq Energy Corporation, P.O. Box 420, Baker Lake, NU X0C 0A0.**

We thank all applicants for their interest; however, only those selected for further consideration will be contacted.

qec.nu.ca